

Jarrold Patterson

Contact Information:

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Professional Summary

Analytical, organized, and detail-oriented financial specialist with expertise in healthcare reimbursement and extensive experience in the healthcare revenue cycle. Recognized for exceptional problem-solving abilities and delivering strategic solutions to achieve organizational success.

Work History

Financial Specialist

WakeMed Health, Raleigh, NC (Oct 2023 – Current)

- Leveraged databases and systems including RCA-Crowe, Strata, Tableau, Infor Cloudsuite, and Epic to provide critical financial insights.
- Completed state and federal projects, including Medicare/Medicaid cost reports.
- Compiled financial data, evaluated financial health, and reported to executives and healthcare leaders.
- Partnered with service line leaders to prepare budgets, analyze financial reports, identify variances, and recommend cost-saving initiatives.
- Reviewed, analyzed, and interpreted financial data to prepare comprehensive financial reports.
- Communicated effectively with key stakeholders, decision-makers, and executive leaders.

Patient Access Supervisor

WakeMed, North Hospital (Dec 2021 – Current)

- Directed day-to-day administrative and operational functions for WakeMed North Patient Access, guiding 35 employees across more than 6 departments.
- Developed and updated policies and procedures, ensuring compliance with HIPAA, benefits administration, and general liability guidelines.
- Recruited, hired, and trained staff, providing supervision, ongoing development, and continuing education.
- Spearheaded and implemented new projects to expand engagement scope.
- Improved customer satisfaction scores through superior conflict resolution and problem-solving skills.
- Completed bi-weekly payroll for 35 employees.

- Developed and trained staff, established and monitored goals, and conducted performance reviews.
- Participated in departmental policy committees to discuss and implement policy changes.
- Communicated collaboratively with healthcare staff to organize successful patient care.
- Tracked and prepared monthly reports for the director.
- Identified connections between policies and business results to help employees achieve goals.
- Investigated system issues and implemented resolutions to reduce downtime.
- Explained business requirements to team members to understand and implement functional demands.
- Collaborated with upper management to drive strategy and implement new processes.
- Troubleshoot incidents reported by end-users to schedule system changes and identify permanent solutions.
- Mentored new employees in the registration department, providing insight on patient services.

Patient Access Team Lead

WakeMed Raleigh Campus (Emergency Department) (Aug 2021 – Dec 2021)

- Organized meetings for leadership and coordinated conference room availability.
- Delegated tasks to emergency department staff to improve office efficiency.
- Developed and implemented office management procedures to increase team productivity and accuracy.
- Interceded between employees during arguments and diffused tense situations.
- Trained team members on new hospital services and improvements.
- Coordinated individual duties based on each employee's skill level and knowledge.
- Provided skilled, timely emergency response to critically ill patients.

Patient Access Representative

WakeMed Raleigh Campus (Emergency Department) (Mar 2020 – Aug 2021)

- Collected and entered patient demographic and insurance data to establish medical records.
- Determined eligibility for benefits for specific services rendered.
- Identified insurance payment sources and established the chain of payment.
- Utilized electronic medical record systems and medical terminology for data entry tasks.
- Secured patient information and medical records in compliance with HIPAA standards.
- Explained estimated costs for medical treatments and answered patient questions.
- Received patient deductibles and co-pay amounts, discussing options for financial obligations.
- Provided clear explanations to help clients understand hospital policies and procedures.
- Responded quickly to situations impacting safety and security, using crisis prevention interventions.

Universal Banker

SunTrust, Apex, NC (Feb 2019 – Mar 2020)

- Opened various types of accounts and facilitated new transactions.

- Cashed checks, accepted deposits and withdrawals, and calculated daily transactions.
- Applied selling techniques to develop and close sales, cross-selling products and services.
- Upheld bank standards for loans, money handling, and legal considerations.
- Balanced teller drawers and ATM cash.
- Identified customer financial needs through various efforts, providing strong product knowledge.
- Exceeded sales goals in credit card and HELOC completions.
- Managed escalated phone calls using conflict resolution skills and bank policy knowledge.
- Attended continuing education courses to gain additional industry knowledge.
- Analyzed data to improve sales and performance.

Financial Representative

Northwestern Mutual, Raleigh, NC (Sep 2018 – Feb 2019)

- Worked closely with clients to determine goals and recommend services.
- Created and implemented business and marketing plans.
- Worked with clients on life, long-term care, or disability insurance accounts.
- Followed up with clients to obtain missing information before submission.
- Met with clients to review financial objectives and information.
- Boosted financial service sales using cross-selling techniques.
- Exceeded corporate quotas for monthly policy sales.
- Provided coverage option information to assist clients in protecting assets.
- Created sources for continuous client referrals using networking skills.
- Maintained client files with sales contracts and other information.
- Utilized CRM software to manage client relationships.
- Negotiated with insurance underwriters for better coverage and rates.
- Attended continuing education courses to gain additional insurance industry knowledge.

Detention Officer

Guilford County Sheriff's Office, Greensboro, NC (Nov 2015 – Sep 2018)

- Processed inmates through identification and documentation processes.
 - Took photographs and fingerprints of inmates.
 - Wrote daily reports and maintained logs of inmate activities.
 - Physically restrained prisoners during altercations using legal force.
 - Conducted physical searches for weapons and contraband.
 - Created and maintained arrest files on inmates.
 - Verified identification using specialized databases and methods.
 - Managed documents by organizing forms, making photocopies, and preparing correspondence.
 - Corrected data entry errors to prevent duplication or data degradation.
 - Worked flexible hours across night, weekend, and holiday shifts.
 - Strengthened communication skills through regular interactions with others.
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Education

- **MBA** - University of North Carolina at Pembroke (May 2024)
 - o GPA: 3.925
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Skills

- **Software Proficiency:** Epic, RCA-Crowe/Kodiak, Tableau, Strata, Infor Cloudsuite
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